

Guide Dogs.

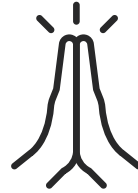
2025

NSW/ACT Impact Report.



Our Clients.

We work in partnership with our Clients to understand what they want to achieve and set goals to support them. We seek their feedback to know how we've done assisting them to achieve their goals. Sometimes, a Client may not fully achieve their goals due to health or environmental reasons, in this case we will work with them to set new goals and aspirations.



76%
of Clients met or exceeded their goals.

14.5%
of Clients partially met their goals.

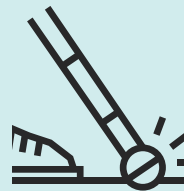
9.5%
of Clients had other outcomes.

Our outputs.

During the 2024-25 financial year:



2,484
Client programs delivered.



2,930
pieces of equipment distributed such as white canes and accessories.



49,056
hours of Client services delivered including 25,275 hours for regional Clients.

86
Net Promoter Score.

Net Promoter Score is a customer loyalty and satisfaction metric that gauges how likely a customer is to recommend a company, product, or service to others.

Our impact.

We support our Clients to pursue meaningful activities that are important to them and build strong relationships to help them feel connected. Our Social Impact Measurement Framework enables us to identify and explore Client outcomes, understand the impact of our work, identify opportunities for improvement and collaborate

with others to advocate for positive change. We recognise that real-life change takes time and that every individual's journey is unique. Personal circumstances can shape how outcomes are experienced and we remain committed to providing tailored support that reflects each person's needs.

81% of Clients surveyed are more confident doing activities that are important to them.

"I had a cane for a lot of years but was never very confident. Now I am very confident, I still go dancing and I get to spend time with my grandkids."

80% of Clients surveyed feel safer in their home in relation to their vision condition.

"I feel so much safer and much more confident than I did before. Can't speak more highly of Guide Dogs and I'm very grateful for all your help."

80% of Clients surveyed feel more confident in themselves and what they can do.

"I'm more relaxed with what is happening with my eyesight. I know there is opportunity to learn new things to improve my life."

77% of Clients surveyed have made or maintained their social connections or relationships.

"Socialising with other low vision individuals at Guide Dogs morning teas, attending information talks and learning about available technology has taken away some of the anxiety my condition has given me."

Our services.

Assistive Technology Service.

Supporting Clients to explore options to access information from the world around them when they are no longer able to use or rely on their vision.

Connections Services.

Supporting Clients to connect with Guide Dogs services, important people in their lives and other people with similar lived experiences, to enjoy activities together.

Guide Dog Mobility.

Supporting Clients to partner with a Guide Dog to access the community with confidence and independence.

Low Vision Orthoptics.

Supporting Clients to understand their level of functional vision and use new strategies to access visual information.

Occupational Therapy.

Supporting Clients with practical skills and techniques to participate in daily activities around the home with ease.

Orientation and Mobility Services (adults and children).

Supporting Clients to get out and about and navigate their communities safely and independently.

Service breakdown by type:

| | | |
|---|--------------------------|-----|
|  | Assistive Technology | 6% |
|  | Guide Dog Mobility | 13% |
|  | Low Vision Orthoptics | 12% |
|  | Occupational Therapy | 19% |
|  | Orientation and Mobility | 50% |



Our Dogs.



278

working Guide Dogs
in the community.



176

puppies born.



155

dogs matched with their
new Handlers of which:

39

Guide Dogs

93

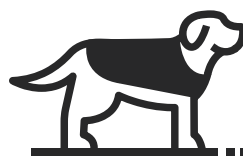
Therapy Dogs

21

Breeding Stock Dogs

2

Ambassador Dogs



18

Courts serviced.



59

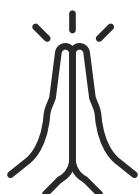
Canine Court dogs
in the community.



4,001

Canine Court Support
program hours.

Our People.



273.4 full-time equivalent employees of which:

208 full-time

94 part-time

40 casual



849 volunteers of which:

130 Community and Fundraising

20 Strategic and Skilled

16 Administration and Events

683 Dog Services and Supports of which:

281 Puppy Raisers

124 Temporary Carers

119 Home Whelpers and Home Boarders

91 Guide Dogs Centre

68 NSW and ACT Court programs



Our Supporters.

Puppy Pals.

Become a Puppy Pal today and help train more puppies to become life-changing Guide Dogs. A small, regular monthly payment can go a long way in changing someone's life.

Community Fundraising.

Whether you are part of a support group, host an event, ask for donations for your birthday, do a fun run or sell cupcakes, you can choose to fundraise your way, in your own time.

Gifts in Wills.

Leaving a gift in your Will can have an enduring and profound impact on the life of someone with low vision or blindness. Discover how to help Guide Dogs and leave a lasting legacy.

Partnerships.

From workplace giving to corporate partnerships, we offer a range of ways for organisations to get involved with us and create change in the community.

Major Giving.

As a donor of Major Gifts, you choose which Guide Dogs' program you would like to support, while receiving benefits suited to the special way you contribute to our cause.

Merchandise.

We have a range of items available in our shop, including seasonal items like Christmas cards and Calendars, and of course, our most popular item, tea towels!

Donation Dogs.

Host one of our nationally iconic Donation Dogs and provide a way for the wider community to support our work.

Volunteer.

Volunteer with us and discover new skills and experiences while helping to change the lives of people with low vision or blindness.

City Wise Program.

The City Wise program provides young adult Clients between 15 and 23, living with low vision or blindness from rural and regional areas of NSW and ACT, with the opportunity to participate in a three-day, two-night stay in a city environment. This camp allows them to safely experience city living, develop their independent living skills such as grocery shopping and safely preparing ingredients for cooking, and strengthen their travelling and navigational skills in a city environment, as they consider their transition into an independent adult lifestyle.

“I joined the program because I wanted to become more self-sufficient when doing meal prep and navigate around with GPS. One thing I learnt about was using AI to read menus and items at the shops.”

- Participant

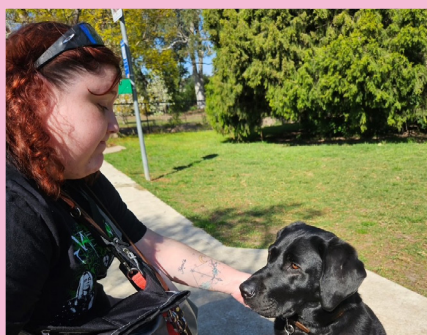


Our stories.

Visit our [website](#), via the link or scan the QR code, to discover what Guide Dogs means to our Clients, staff, volunteers and supporters through their incredible stories.



Abbie
and Zita



Mudgee



Elaine



Samira



Emma



Stephen



Karlee



Vicki





Thank you.

None of the important work we do for our Clients could be achieved without the generosity of our incredible donors and the support of our community.

Revenue.

| Source of funds | Amount |
|---|-------------------|
| Gifts in Wills | 27,762,982 |
| Donations and other fundraising activities | 11,621,672 |
| NDIS, Medicare and other government revenue | 5,252,356 |
| Income from investments | 3,662,662 |
| Contract Services income | 267,268 |
| Other income | 383,939 |
| Total revenue | 48,950,879 |

Expenses.

| Use of funds | Amount |
|--|-------------------|
| Client and Dogs Services | 31,805,473 |
| Fundraising expenses | 5,429,386 |
| Marketing | 2,962,677 |
| Governance and administrative services | 10,204,806 |
| Community education and advocacy | 1,851,160 |
| Total expenses | 52,253,502 |

Staff costs are included in each category.



**We're here whenever
you need us.**

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